

ABSTRACT

The subject invention provides for systems and methods that improve visualization of messages in a user's inbox. The systems and methods cluster messages into four groups: unaccessed, unaccessed and pending; pending; and read. This allows a user to more efficiently handle large volumes of messages in a prioritized way.

5 Additionally, it supports a seamless flow between triage of new messages, management of recently received messages, and retrieval of recent as well as older messages for the user. Messages can include conversations between a user and one or more contacts, email (electronic mail) messages, voice messages, images, documents, tasks, as well as other forms of media. In one aspect of the invention, messages can be organized and/or prioritized into any of at least four clusters, whereby the four clusters appear in the order of unaccessed, unaccessed and pending, pending, and accessed.

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